

NOTICE TO CONSULTANTS REQUEST FOR CONSULTANT SERVICES

Project: Public Safety Interoperable Communications Training
for local government and Public Safety Operations usage;
Administered by City & County of Honolulu, Department of Emergency
Management, on behalf of the Homeland Security Public Safety
Interoperable Communications Grant.

Background

The City and County of Honolulu (City) has invested Homeland Security Grant funds into building capital infrastructure and equipment to support interoperable communications among City emergency first responders (Honolulu Fire Department, Honolulu Police Department, and Emergency Services Department-Ocean Safety and Medical response) as well as to support interoperable communications with state and federal public safety partners. Over the past four years, grant and CIP investments in the City's infrastructure and equipment has increased the City's capability to support a reasonable level of interoperable communications among trained first responders. However, interoperable communications among emergency support responders, such as public works personnel and non-governmental organizations (NGOs), need to be addressed.

To meet this need, qualified contracted professional services are being solicited to develop a training program to augment the prior developed training DVD used for the approximately 3,000 City first responders. This follow up training program (a user friendly audio power point medium is recommended) for the above described target constituents (emergency support responders and NGOs) must provide (1) general guidance on using interoperable communications equipment and protocols under common operating and emergency response and recovery scenarios, and (2) detailed guidance and instruction on using 800 MHz radios (mobile and portable versions) for interoperable communication under such scenarios.

GS1710 (Education and Vocational Training) or GS 1750 (Instructional Systems)

Scope

The scope of work includes but is not limited to the following:

- A. Provide professional consultant services to guide and develop a training program and project schedule for City emergency support responders. Schedule meetings with City emergency support personnel to finalize the content of the training medium. Meetings should include:

- a. Meetings with both emergency first and support responders (number of meetings and timeframes to be determined).
 - b. Meetings with specific City emergency support departments (number of meetings and timeframes to be determined).
- B. Produce written and electronic versions of training outlines and script for review and approval by affected City emergency personnel.
- C. Provide on-location program production personnel and equipment to fulfill the requirements of the approved script.
- D. Provide a "rough cut" of the training program for review and approval by the City.
- E. City will have the rights to the training program.
- F. City may reproduce copies of the training program as necessary at no additional cost.

Schedule

Deliverable training medium must be completed and ready for Department of Emergency Management (DEM) distribution by July 31, 2010.

Requirements

- A. All key personnel must have a minimum of one-year experience working in video production and postproduction, as appropriate.
- B. Only professional grade, digital format video equipment (such as HDV, DVCAM, DV, etc) will be used.
- C. All post production work will be performed on a professional grade. Industry standard editing techniques, graphics, and licensed music will be used to create this training program
- D. Production platforms may require shooting from mobile platforms such as, but not limited to helicopters, boats, fire trucks, police vehicles and ambulances. These platforms will be provided by the City if required.
- E. This federally funded project requires closed captioning.
- F. Have a knowledge of the Incident Command System (ICS).

- G. Have a working knowledge of radio communication protocol.
- H. Have a working knowledge of multiple emergency response and support disciplines (Police, Fire, Ambulance, Public Works agencies, etc) levels of communications.

Responsibilities

The following are general guidelines for this project. Final responsibilities will be outlined after initial planning meetings.

- A. The Contractor is responsible for the items listed in **Requirements** above, as amended.
- B. The Contractor is responsible for providing all personnel and equipment required during the production and post production authoring process.
- C. The Contractor is required to submit all deliverables in a timely manner as detailed in the final Plan of Action and Milestones (POA&M). Note: A draft POA&M is shown below, the final POA&M to be developed during planning meetings.
- D. The City will provide the subject matter experts in their respective fields to advise the Contractor and to review and approve all deliverables.
- E. The City will coordinate the scheduling of all activities for this project in the POA&M. Rescheduling and contingency planning should be anticipated due to the unpredictable nature of public safety work.
- F. The City will provide all on-camera and off-camera talent, public safety equipment, locations and actors (victims), as required.
- G. The City is responsible for developing any and all governance policies and Standard Operating Procedures (SOP) necessary for the production of this training program.
- H. The City is responsible for reviewing and approving deliverables as shown in the POA&M.
- I. This project must be completed by July 31, 2010.

Plan of Action & Milestones (POA&M)

Task	Milestones
A. Procurement Award	January 2010
B. Kickoff Meeting – Whole Committee	January 2010
C. Table Top Scenario Discussion	January 2010
D. Draft SOPs & Scenarios	January 2010
E. Scenario Script; Review & Approval (1 st Draft)	January 2010
F. Scenario Script (2 nd Draft)	January 2010
G. Develop Screen Shot List & Graphics; Review & Approval (2 nd Draft & Screen Shot List)	January 2010
H. Final Script & Screen Shot List; Review & Approval (Script & Screen Shot List)	February 2010
I. Field Production (Start)	February 2010
J. Post Production (Start)	April 2010
K. Rough Cut (Due); Review & Approval	May 2010
L. Final Cut (Distributed); Review & Approval	June 2010
M. Closed Captioning	June 2010
N. PowerPoint Authoring & Duplication	July 2010
O. Final Acceptance; Project Completion	July 31, 2010

Concept

The purpose of this training medium is to provide City emergency support responders with general guidance on using interoperable communications under common and emergency scenarios, and detailed guidance and instruction on using their 800 MHz radio interoperable communication during such scenarios.

The program will have a general introduction and endorsement of interoperable communications by the City Administration and the Mayor or designated official. City Emergency First Responder Chiefs and Directors and affected support emergency responder departments Directors. Their introductions will be followed by common and emergency scenarios where multi departmental disciplines and NGOs are deployed to an event and rely on interoperable communications and equipment knowledge for response and recovery phases.

Background knowledge of communications infrastructure, their sites and maintenance, and other related infrastructure information shall be provided.

Other Responsibilities

The consultant will provide the Department of Emergency Management with copies of the final product formatted in such a way as to allow easy translation of materials to another digital format in the future. In addition, the consultant will be responsible for securing rights to collected data pertinent to the development of plans for the purposes of this project.

The consultant assigns all present and future rights to the materials produced during the project to Department of Emergency Management and may not reproduce or reuse the materials for any purpose without the written permission of the Department of Emergency Management.

Guidelines for Preparing Consultant Qualifications

Qualified firms interested in being considered for the above contract are invited to submit their qualifications in accordance with Section 103D-304, H.R.S. Qualifications should include the following:

1. The name of the firm or person, principal place of business, and location of all of its offices;
2. The age of the firm and its average number of employees over the past five years;
3. Proposed staff commitment and descriptions of their roles and responsibilities;
4. The education, training and qualifications of the proposed staff and key members of the firm;
5. The proposed approach to conduct the project;
6. Past performance on projects of similar scope for public agencies or private industry;
7. The names and phone numbers of up to five clients who may be contacted, including at least two for whom services were rendered during the preceding year for similar type of projects;
8. Records of performance on contracts with respect to cost control, quality of work, and ability to meet schedules;
9. Any other pertinent information that should be considered in the evaluation of the firm's qualifications; and
10. Any promotional or descriptive literature which the firm desires to submit.

The City has developed guidelines to standardize the preparation of consultant qualifications. The purpose of these guidelines is to help assure consistency in format and content of consultant qualifications submitted. This process should reduce the time requirements for the consultants in preparing a qualification submittal and will simplify the review process by City personnel.

In order for the City's consultant selection committee to evaluate each qualification properly, it is very important that each submittal be clear, concise, and follows the recommended format. A maximum total of 100 points is available for each submittal. Points for each section are as shown in the following table.

As part of the initial evaluation process, the City may conduct interviews over the telephone with all firms showing interest in this project. The City will then conduct interviews over the telephone with at least three of the top-rated firms to consider anticipated concepts and compare alternative methods for furnishing services. The City shall negotiate a contract with the first ranked firm, and continue with other firms in order of their ranking if a satisfactory contract cannot be negotiated.

QUALIFICATIONS FORMAT REQUIREMENTS

The qualification shall be limited in length as shown below:

<i>Criteria</i>	<i>Points</i>	<i>Max. No. of Pages</i>
Introductory letter, number of years in business, references and office locations		2
Professional qualifications necessary for satisfactory performance of required services	45	4
Specialized experience and technical competence in the type of work required		
Past performance on contracts with Government agencies and private industry in terms of cost control, quality of work, and compliance with performance schedules	23	2
Capacity to accomplish work in the required time	22	2
Location in the general geographical area of the project and knowledge of the locality of the project; provided, that application of this criterion leaves an appropriate number of qualified firms, given the nature and size of the project	10	2
MAXIMUM TOTAL	100	12*
Appendix: Resumes of key personnel		1 pg/person max.
Appendix: Company brochure (optional)		

- * Number of pages per proposal may vary depending on the nature of the project or service contract, but must total no more than twelve (12) pages and no more than the maximum number of pages per criteria shown in the above table, excluding appendices, table of contents, and tabs.

A page is considered to be letter size, printed on one (1) side, single-spaced, with characters no smaller than 12 point (Arial font, or similar, preferred). Any proposal exceeding the 12-page limit or maximum number of pages per criteria, unless otherwise stated in the RFQ, receives a 5-point penalty for each page over the limit.

After the award of the project, any change in key personnel shall be approved in writing by the City.

QUALIFICATIONS EVALUATION CRITERIA FOR CONSULTANT SERVICES

The criteria presented below will be used for evaluating interested consultants:

1. Professional qualifications necessary for satisfactory performance of required services

All key personnel must have a minimum of one-year experience working in video production and postproduction, as appropriate. Knowledge of the Incident Command System (ICS), working knowledge of radio communication protocol and working knowledge of multiple emergency response and support disciplines (Police, Fire, Ambulance, Public Works agencies, etc.) levels of communications are also required.

The consultant shall designate experienced professional and technical staff to competently and efficiently perform the work, either through their own personnel or subconsultants. The qualification shall identify the project team composition, project leadership, reporting responsibilities, and address how subconsultants will fit into the management structure. Resumes of key team members, limited to one (1) page per person, must be included in the Appendix.

Note: This information includes the qualifications of the individuals and subconsultants, and a list of applicable past projects the consultant worked on. The selection is made on the team, and not just the prime consultant.

2. Specialized experience and technical competence in the type of work required

List the specialized experience and technical competence of the team members (consultants and subconsultants) in public safety interoperable communications training.

3. Past performance on contracts with Government agencies and private industry in terms of cost control, quality of work, and compliance with performance schedules

The consultant shall include a list of all similar projects that the consultant worked on and successfully completed. Include the name, contact person, and phone number of the Government and/or private agencies, and how they dealt with cost control and schedule compliance issues.

4. Capacity to accomplish work in the required time

The consultant must demonstrate that sufficient knowledgeable staff is available and that any subconsultant hired by the consultant is experienced and capable of performing the work. The consultant shall include a list of current projects, which includes the start and estimated consultant contract completion dates of the projects. The consultant shall also identify the key team members, including the project engineer, inspector, and any subconsultants.

5. Location in the general geographical area of the project and knowledge of the locality of the project; provided, that application of this criterion leaves an appropriate number of qualified firms, given the nature and size of the project

In order for the screening committee to evaluate each proposal properly it is very important that each submittal be clear, concise, and follow the recommended format. Please tab the various sections in the submittal for easy reference

Some or all of the proposers may be invited to conduct discussions and/or interviews with the City and County of Honolulu staff and selection panel.

Financial obligations of the City are contingent upon funds for that purpose being appropriated, budgeted, and otherwise made available. In the event funds are not appropriated, any resulting contract will become null and void, without penalty to the City.

After submitting the RFQ, except as the City may otherwise agree, no changes shall be made in the key personnel. If, for any reason beyond the control of the consultant, it becomes necessary to replace any of the key personnel, the consultant shall provide as a replacement, a person of equivalent or better qualifications and approved by the City.

This list may be used for other similar projects.


Any inquiry regarding this project should be directed to Mrs. Melvia C. Kawashima at (808) 723-8936 or mkawashima@honolulu.gov

Department of Emergency Management
City and County of Honolulu
630 S. King Street, Basement
Honolulu, Hawaii 96813

Five (5) copies of the qualifications should be sent to:

MELVIN N. KAKU, Director
Department of Emergency Management
City and County of Honolulu
630 S. King Street, Basement
Honolulu, Hawaii 96813

and must be received no later than 4:30 p.m., H.S.T. December 31, 2009.


For WENDY K. IMAMURA
Purchasing Administrator
City and County of Honolulu

Posted on Website: 12/08/09